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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Please protect smaller providers. Have you ever called AT&T for support? My 85-year old neighbor has AT&T and I have been trying to help her get support. She keeps saying, "I just need to talk to the local people, like I used to." They sold her Internet access, even though it appears she has it through Comcast. Because they said it would all be on one bill with her phone service. For support, though, we have to talk to different divisions for Internet, email and voicemail, and they don't even use the same customer authentication information. They sold her a higher level of support for an extra \$15 a month. But it's so complicated getting to that group. It's hard reaching the right person by phone, even when you are transferred by another Dept. And there are two different websites to log into for email and ones main AT&T account. I have Sonic. I call one number and get answers quickly. They may grow, but for now they are local to us.

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